

# Food Pantry Frequently Asked Questions

## **When will the Fair Haven Food pantry open back up?**

There is not a date at this time. It will be after COVID19 is under control.

## **Will the Fair Haven food pantry be the same?**

No, the pandemic has changed our world and changed the clientele. A study needs to be done to determine what the food pantry will look like.

**Will the food pantry be run by Chapelwood staff?** We do know that the administration will change since most of the current FHFP admin staff is retiring from the Food Pantry but the food pantry will still be staffed by many volunteers from Fair Haven and the community of churches.

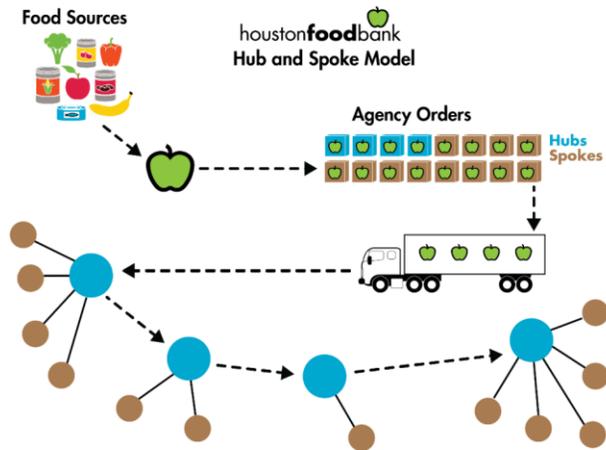
## **How will the new look be determined?**

This will have several pieces. It will include the following:

- Input from Fair Haven Food pantry volunteers
- Input from pandemic food pantry staff
- Input from community such as MAM, SBISD, other participating churches

## **What is the relationship of Fair Haven Food Pantry (FHFP) and the Houston Food Bank (HFB)? I have heard the following:**

- **The Food Bank invoiced FHFP for Hurricane Harvey for \$10,000 in 2018**  
According to the “Houston Food Bank Partner Guidebook” in 2018 HFB changed to an Annual fee that replaced the prior transactional fee system. Payment can be annually or monthly. The invoice received was for the annual HFB not for Hurricane Harvey. There was a misunderstanding of the Houston Food Bank’s received invoice.
- **Client information may be passed on to the Houston Food Bank**  
Posted on HFB website is how client data might be use. HFB enters data in a system called Link2Feed. Link2Feed mentions the following use of data:
  - To Improve Our Programs
  - To Do Research
  - To Connect Client with Other Programs that they are eligible
  - To Report Abuse, Harm or NeglectFor more detailed information on Link2Feed data usage click [here](#)
- **FHFP has difficulty picking up food from the Houston Food Bank**  
According to the “Houston Food Bank Partner Guidebook” in 2018, HFB changed to the hub and spoke delivery model or point to point. Hubs are required to receive spoke orders. Spokes are partner sites that are unable to order the required minimum poundage amount (4,500 pounds) per order. Spoke orders will be delivered to their assigned hub. The spoke partner is required to bring their own equipment and volunteers to pick up orders. Hub assignment is based on proximity to the spoke.



**POINT TO POINT** Partners can receive deliveries directly, or point to point, from HFB to their site. To qualify for a point to point delivery the partner's orders must be consistently **4,500** pounds or higher. 4500 pounds is approximately two pallets of produce.

- **The Food Pantry has lost several suppliers to the Food Bank**

This is often a business corporate decision. The Houston Food Bank is part of Feeding America. Partnership with the Houston Food Bank addresses liability and the following acts/laws.

- Tax Reform Act of 1976
- The Federal Food, Drug and Cosmetics Act
- National Civil Rights Laws
- The Emergency food Assistance Program (TEFAP)
- Good Faith Donor Act – Texas Law
- The Emerson Good Samaritan Food Act – Federal Law

If you would like more detail, click [here](#).

During the pandemic, the Houston Food Bank has been supplying 50 pallets of food each week to the drive through food distribution. The volunteers have been serving about 300 families per day. This would not be possible without the Houston Food Bank Resources.

**What has the Houston Food Bank done for Fair Haven Food Pantry since the pandemic?**

The Houston Food Bank has waived the \$10,000 fee for this fiscal year. As of August 27, FHFP has received over 1.2 million pounds of food at a value of \$2.2 million through the Houston Food Bank.

**I saw a recommendation that a food pantry director be hired. What are the next steps?**

The next steps are for this job to go to the Staff Parrish and Finance Committees for approval. If approved a job description will be available for applicants.

**What will happen to the volunteer culture with the change of the director to a full time staff person?**

We hope that the volunteer culture stays alive and thriving. The plan suggests a blended model which is dependent on volunteers to play key roles. An example might be a volunteer responsible for the Food Pantry's operation on a week-day such as Monday. Volunteers are key to running the Fair Haven Food Pantry.